

WELCOME,

Adventurer!



Thank you for choosing to book with Heathery Heights. I very much look forward to meeting you and to sharing our fabulous outdoor adventure together!

I really enjoy sharing experiences and discovering the outdoors with my customers and I wish to make it a happy, memorable, and safe experience for you.



This welcome doc contains everything you need to know, including important instructions, helpful information, and a handy checklist.

Everything that's underlined is a clickable link that will take you to the associated form or web page.

If you have any further questions, start by visiting our [FAQ's](#) as I'm frequently out in the hills and may not be able to answer straight away. If you can't find the answer you're looking for, please don't hesitate to reach out to me directly and I'll get back to you as soon as possible.

- Heather



info@heatheryheights.co.uk



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SOME THINGS TO NOTE

- Everybody has different preferences with food/drink. Unless otherwise indicated, please bring a packed lunch for days out, as well as high energy snacks (bananas, energy/cereal bars, jam butties, jelly babies, etc) and plenty to drink (minimum of 2 litres p/p p/day for warm weather/strenuous activities).
- Details of when and where to meet on the day will have been included in the event description on our website, or as agreed for bespoke experiences. You will be notified if there are changes due to unforeseen circumstances.
- Getting fit for more strenuous activities such as challenge events does not happen overnight; allow yourself time to exercise in the weeks preceding an event. Watch out for tips on our [blog](#).
- If you have already paid but wish to add further guests, you can still book spaces on the experience if they are available.
- If you have paid a deposit for a bespoke experience, please remember that the final payment is due in full 28 days prior to the experience. You will need to keep us updated if you wish to change the number of guests as this will affect the booking agreement and amount due.
- We recommend that you have travel, activity, and/or holiday insurance for your own peace of mind to cover delays or any other unexpected circumstances. Remember if you are hillwalking or undertaking other adventure activities it is likely you will need to stipulate such activities to your insurer.

CHECKLIST

- Complete the Attendee Form (in email)
- Download the [Kit List](#)
- Check out merchandise [shop](#)
- Read through the [FAQ's](#)
- Complete the [Health Form](#) (48hrs before)

